



**UNITED STATES DISTRICT COURT  
Northern District of Illinois  
U.S. PROBATION OFFICE**

**CAREER OPPORTUNITY FOR  
OPERATIONS MANAGER**

**DUTY STATION:** Chicago, Illinois

**OPENING DATE:** Monday, April 2, 2018

**CLOSING DATE:** Open until filled\*\*  
\*\* Applications received by close of business April 23, 2018, will be given priority consideration.

**JOB GRADE:** CL 29 (Pay Table – Locality CHI)

**SALARY RANGE:** \$77,099 - \$125,359 (Starting salary will be dependent upon qualifications and experience.)

**Overview:**

The Probation Office for the Northern District of Illinois serves 37 U.S. District Judges and 12 Magistrate Judges and covers 18 counties in northern Illinois. Our office is comprised of 100+ employees. The Probation Office headquarters is located at 230 S. Dearborn St., #3400, Chicago, Illinois, 60604. There are two divisional offices (Eastern, located in Chicago, IL and Western, located in Rockford, IL) and one satellite office (located in Lisle, Illinois).

We are now accepting applications from qualified candidates for the position of Operations Manager. The Operations Manager performs professional and managerial work related to the full range of agency operational duties. The incumbent primarily directs the work of the Operations Support Supervisor, as well as a wide array of other support staff members (e.g., Probation Services Assistants, Probation Services Technicians, Data Quality Analysts, etc.) who perform duties associated with CM/ECF, mail management, electronic monitoring of law enforcement databases, data entry, case set-ups and assignments, reception, drop room, etc.

**Representative Duties:**

- Guide district operations through coordinating and communicating agency procedures with supervisors, administrators, as well as internal and external stakeholders.
- Oversee office operational functions. Direct the work of various support staff positions, serve as a back-up when necessary, and provide guidance as required. Organize work processes to optimize the use of time and resources, ensuring that results meet expectations. Reallocate work duties of support staff members, when necessary, to address workload fluctuations.
- Manage, develop and mentor staff involved in operational activities through the establishment of performance standards, assigning and reviewing work, evaluating performance, and addressing disciplinary issues.

- Ensure support staff employees are cross-trained (by completing initial, updated, or remedial training) and capable of assisting other unit members as needed. Ensure coverage of requisite duties through effective delegation of authority.
- Use statistical reports to monitor case assignments, data entry processes, data quality, and review incoming and outgoing documents to ensure conformity with federal and local rules.
- Establish and monitor practices/protocols to advance quality control techniques and ensure adherence to internal control procedures. Solve operationally related problems through research and by leveraging data.
- Work closely with administrators, supervisors, and officers to identify and solve procedural problems and impediments pertaining to data entry/quality. Recommend strategies for improving/streamlining work practices as well as data-related activities.
- Audit entries on client data/records and compile, analyze and evaluate the data collected. Perform edits and corrective actions to ensure the accuracy of data, files and records. Generate deadlines and deficiency notices for missing documents and data.
- Coordinate quality control activities of Data Quality Analysts (DQAs). Serve as the administrator of PACTS. Ensure the accuracy and completeness of official case records/PACTS data from opening to final disposition. Check the accuracy of daily data entries. Maintain user error logs.
- Act as a resource for CM/ECF and JEDI issues and answer technical questions regarding procedures and policies.
- Provide oversight and guidance to staff involved in general operations, case management data-entry, case opening and closing, quality control, and dictionary maintenance. Address operational or systems problems and ensure solutions are determined and implemented.
- Abide by the *Code of Conduct for Judicial Employees*. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.
- Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with staff and those outside the agency, providing good customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures.

### **POSITION REQUIREMENTS:**

To qualify for the Operations Manager position, an individual must possess:

- At least three years of progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain:
  - Skill in developing the interpersonal work relationships needed to lead a team of employees,
  - The ability to exercise mature judgment, and
  - Thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved; and

- At least one year of experience at or equivalent to the next level below the level of the position for which the person is being considered.

## **EDUCATION**

College level studies are preferred, such as an undergraduate degree, master's degree, or graduate level coursework/degree, in business or public administration, political science, criminal justice, law or other field closely related to the subject matter of the position.

## **LEADERSHIP**

- A strong leader dedicated to providing the highest level of customer service to the Probation staff, judicial staff, and other external contacts.
- A candidate committed to employee development and to helping employees expand skill sets to achieve individual and team goals. Top applicants will have the ability to motivate both new and veteran employees.
- Demonstrated excellence in written and oral communications and exceptional interpersonal and analytical skills are essential
- Ability to advance several initiatives at once.
- Top applicants should also be committed to using technology to further the mission of the court and to increase efficiency.
- Strong organizational and leadership skills and the ability to exercise mature judgment, problem solving, and conflict resolution skills.
- Skill in assigning, prioritizing, monitoring, and reviewing the work of others. Skill in mentoring and training employees with varying educational backgrounds and aptitudes. Skill in issue identification and problem resolution. Ability to analyze complex problems. Ability to act independently and lead other employees to achieve goals.
- Ability to apply knowledge of employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives. Use problem solving skills when managing conflicts in the workplace.
- Display the ability to effectively represent the agency among work groups and between the Court and external organizations. Ability to provide and exchange accurate and timely information with individuals within and outside the agency and court.
- Ability to understand statistical data, and to perform data analysis using various evaluation methodologies and tools.
- Knowledge of federal and local rules, knowledge of local policies and procedures, knowledge and hands-on-experience with CM/ECF, and other related databases and applications. Ability or experience with training is highly desired.

## **Benefits:**

Employees of the United States Probation Office are not subject to the regulations of the Civil Service Commission. They are, however, federal employees of the Judicial Branch and are entitled to most of the same benefits as other federal government employees. Electronic Fund Transfer for payroll deposit is required.

Some of the benefits are:

- Up to 13 days paid vacation per year for the first 3 years of employment, thereafter, 20 to 26 days per year, dependent upon the length of federal service.
- Optional participation in the federal health insurance program of your choice.
- Optional participation in the flexible spending program for health and childcare.

- Optional participation in the commuter reimbursement program.
- Optional participation in a group life insurance program.
- Optional participation in the Thrift Savings Plan (similar to a 401(k)).
- A minimum of 10 paid holidays per year.

When computing leave accrual and retirement benefits, time in service with other federal agencies, as well as time for prior military service is taken into consideration.

**Application Procedure:**

For consideration, qualified applicants must provide the following in PDF format:

1. Resume
2. Cover letter
3. Completion of AO78 application form (follow link below)

<http://www.ilnp.uscourts.gov>

Please send entire packet as **one attachment** to **human\_r\_ilnp@ilnp.uscourts.gov**. Failure to follow directions and/or submit any of the items requested may disqualify you from consideration.

**Applicants called for interview will be given a written assessment exercise.**

Due to the expected high volume of applications for this position, the U.S. Probation Office will only make contact with those applicants who are invited to interview. Due to the anticipated large response to this announcement only those interviewed will be notified of the selection outcome. No telephone calls please.

All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

The successful candidate for this position will be required to undergo a FBI background check.

**Miscellaneous:**

Employees of the U.S. Probation Office are appointed in the excepted service, and are considered “at-will” employees. All employees are required to adhere to a Code of Conduct, copies of which are available upon request. Applicants must be United States citizens or eligible to work in the U.S. The U. S. Probation Office is not authorized to reimburse candidates for interview or relocation expenses.

The U.S. Probation Office has the right to modify the conditions of this vacancy announcement, withdraw the announcement, or fill the position at any time before the closing date, any of which may occur without prior written or other notice.

***THE UNITED STATES COURTS IS AN EQUAL OPPORTUNITY EMPLOYER***